



2642

PATENT APPLICATION

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

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In Re the Application of:

RUPE et al.

Serial No.: 09/923,984

Filed: August 7, 2001

Atty. File No.: 1732 (42059-01170)

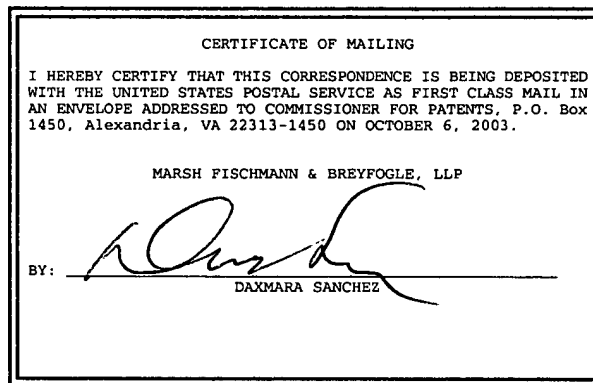
Confirmation No.: 3566

For: "METHOD AND SYSTEM FOR CALL  
QUEUEING AND CUSTOMER  
APPLCIATION INTERACTION"

) Group Art Unit: 2642

) Examiner: Le, Karen L.

) AMENDMENT AND RESPONSE



Mail Stop Non-Fee Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

INTRODUCTORY COMMENTS

Applicant submits this Amendment and Response to address the Office Action having a mailing date of July 31, 2003. Based on the amendments and remarks presented below, reconsideration and further examination are requested.

Although the Applicant believes that no fees are due for filing this Amendment and Response, please charge any fees deemed necessary to Deposit Account No. 50-1419.

Please amend the above-identified patent application as follows: